



TORQ Analysis of First-Line Supervisors/Managers of Housekeeping and Janitorial Workers to License Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	37-1011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

80

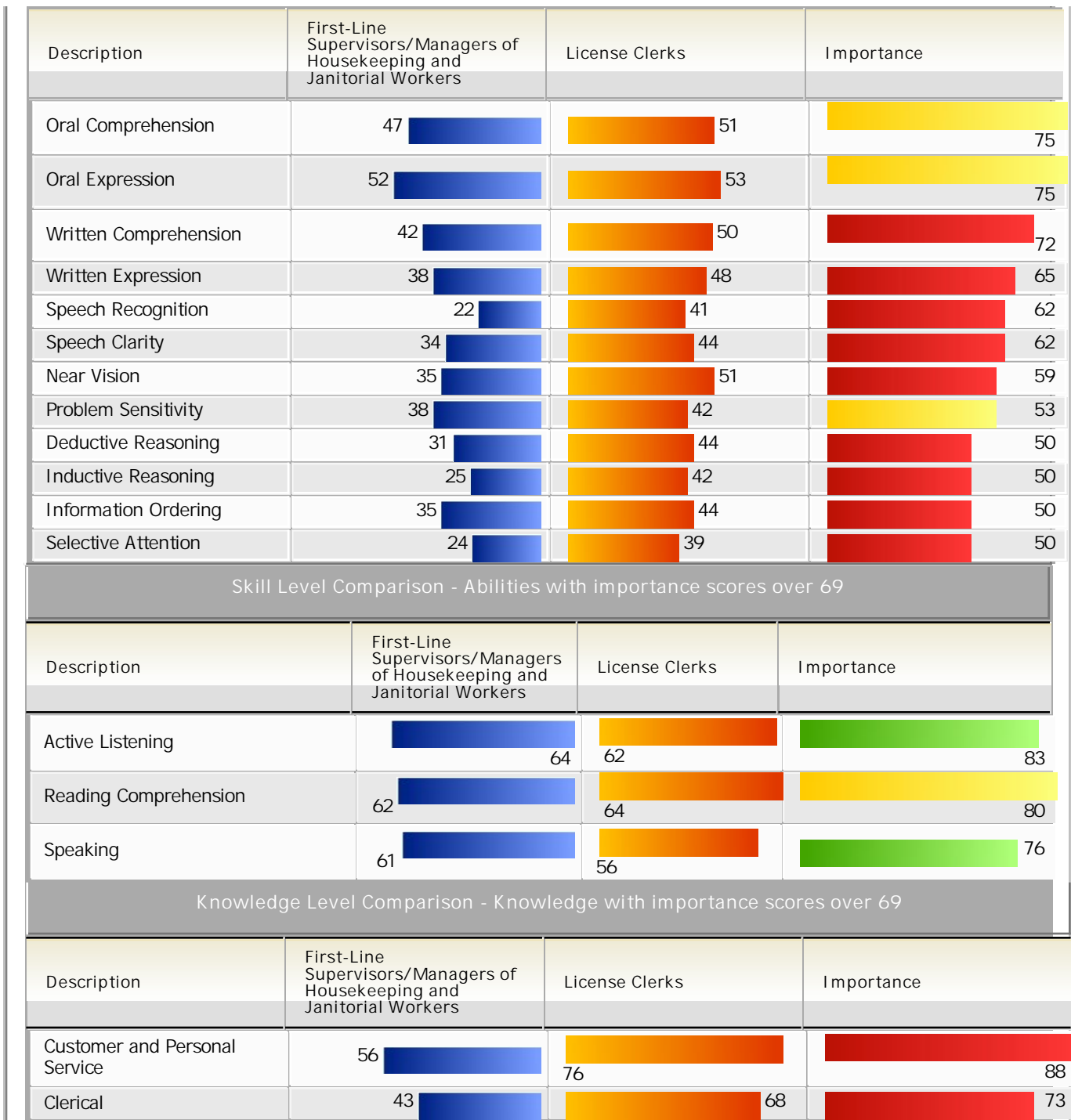
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	87	Level	91	Level	62

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	41	19	62	Reading Comprehension	64	2	80	Clerical	68	25	73
Near Vision	51	16	59					Customer and Personal Service	76	20	88
Inductive Reasoning	42	17	50								
Selective Attention	39	15	50								
Written Expression	48	10	65								
Deductive Reasoning	44	13	50								
Speech Clarity	44	10	62								
Written Comprehension	50	8	72								
Information Ordering	44	9	50								
Oral Comprehension	51	4	75								
Problem Sensitivity	42	4	53								
Oral Expression	53	1	75								

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between First-Line Supervisors/Managers of Housekeeping and Janitorial Workers and License Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50



Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	License Clerks	Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	License Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	34%	0%	Master's Degree	0%	0%
2-4 years	18%	24%	Post-Bachelor Cert	0%	0%



1-2 years	10%	25%	Bachelors	16%	0%
6-12 months	4%	10%	AA or Equiv	0%	3%
3-6 months	15%	24%	Some College	0%	37%
1-3 months	0%	0%	Post-Secondary Certificate	29%	5%
0-1 month	0%	0%	High School Diploma or GED	48%	54%
None	14%	15%	No HSD or GED	4%	0%

First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

License Clerks

Most Common Educational/Training Requirement:

Work experience in a related occupation

Short-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Inspecting Equipment, Structures, or Material - Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.

Specific Tasks

License Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information

**Occupation Specific Tasks:**

- Advise managers, desk clerks, or admitting personnel of rooms ready for occupancy.
- Check equipment to ensure that it is in working order.
- Confer with staff in order to resolve performance and personnel problems, and to discuss company policies.
- Coordinate activities with other departments to ensure that services are provided in an efficient and timely manner.
- Direct activities for stopping the spread of infections in facilities such as hospitals.
- Establish and implement operational standards and procedures for the departments they supervise.
- Evaluate employee performance, and recommend personnel actions such as promotions, transfers, and dismissals.
- Forecast necessary levels of staffing and stock at different times, in order to facilitate effective scheduling and ordering.
- Inspect and evaluate the physical condition of facilities in order to determine the type of work required.
- Inspect work performed to ensure that it meets specifications and established standards.
- Instruct staff in work policies and procedures, and the use and maintenance of equipment.
- Inventory stock to ensure that supplies and equipment are available in adequate amounts.
- Investigate complaints about service and equipment, and take corrective action.
- Issue supplies and equipment to workers.
- Maintain required records of work hours, budgets, payrolls, and other information.
- Perform financial tasks such as estimating costs, and preparing and managing budgets.
- Perform or assist with cleaning duties as necessary.
- Plan and prepare employee work schedules.
- Prepare activity and personnel reports, and reports containing information such as occupancy, hours worked, facility usage, work performed, and departmental expenses.
- Recommend changes that could improve service and increase operational efficiency.
- Recommend or arrange for additional services such as painting, repair work, renovations, and the replacement of furnishings and equipment.
- Screen job applicants, and hire new employees.
- Select and order or purchase new equipment, supplies, and furnishings.

can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks**Occupation Specific Tasks:**

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters,



equipment, supplies, and furnishings.

- Select the most suitable cleaning materials for different types of linens, furniture, flooring, and surfaces.
- Supervise in-house services such as laundries, maintenance and repair, dry cleaning, and/or valet services.

Detailed Tasks

Detailed Work Activities:

- analyze operational or management reports or records
- assign work to staff or employees
- clean rooms or work areas
- conduct or attend staff meetings
- conduct training for personnel
- confer with other departmental heads to coordinate activities
- demonstrate or explain assembly or use of equipment
- direct and coordinate activities of workers or staff
- establish employee performance standards
- estimate materials or labor requirements
- forecast departmental personnel requirements
- hire, discharge, transfer, or promote workers
- inspect facilities to determine repair or replacement needs
- interview job applicants
- inventory stock to ensure adequate supplies
- investigate customer complaints
- issue supplies, materials, or equipment
- maintain production or work records
- monitor worker performance
- orient new employees
- oversee work progress to verify safety or conformance to standards
- prepare or maintain employee records
- prepare reports
- purchase furnishings, artworks, or accessories
- purchase housekeeping or cleaning supplies or equipment
- recommend improvements to work methods or procedures
- recommend personnel actions, such as promotions, transfers, and dismissals
- recommend purchase or repair of furnishings or equipment
- resolve customer or public complaints
- resolve or assist workers to resolve work problems
- resolve personnel problems or grievances
- schedule employee work hours

witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples



- use oral or written communication techniques
- use power mower

Technology - Examples

Data base user interface and query software

- Data entry software
- Microsoft Access

Electronic mail software

- Email software
- Microsoft Outlook

Facilities management software

- Computerized maintenance management system CMMS software

Inventory management software

- Inventory tracking software

Materials requirements planning logistics and supply chain software

- Computerized bed control system software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Building alarm systems
- Push brooms
- Carpet shampooers
- Cleaning scrapers
- Industrial dryers
- Desktop computers
- Dust mops
- Protective face shields
- Floor burnishers



- Floor scrubbing machines
- Powered floor washers
- Safety goggles
- Spray bottles
- Flatwork ironers
- Step ladders
- Light commercial washing machines
- Dust masks
- Mop wringers
- Personal computers
- Pressure washers
- Rubber gloves
- Industrial sewing machines
- Multi-line telephone systems
- Squeegees
- Steam-operated sterilizers
- Steam pressers
- Industrial vacuum cleaners
- Wet mops
- Wet-dry vacuums

Labor Market Comparison

Description	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	License Clerks	Difference
Median Wage	\$ 33,840	\$ 27,650	\$(6,190)
10th Percentile Wage	\$ 21,680	\$ 19,340	\$(2,340)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 41,770	\$ 32,310	\$(9,460)
90th Percentile Wage	\$ 53,500	\$ 37,730	\$(15,770)
Mean Wage	\$ 35,260	\$ 27,780	\$(7,480)
Total Employment - 2007	900	1,190	290
Employment Base - 2006	1,006	1,198	192



Projected Employment - 2016	1,040	1,302	262
Projected Job Growth - 2006-2016	3.4 %	8.7 %	5.3 %
Projected Annual Openings - 2006-2016	18	37	19

National Job Posting Trends

Trend for First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

Trend for
License
ClerksData from [Indeed](http://www.indeed.com)

Recommended Programs

Executive Assistant/Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.



Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
37-1011.00	First-Line Supervisors/Managers of Housekeeping and Janitorial Workers	100	3	900	\$33,840.00	\$0.00	3%	18
51-1011.00	First-Line Supervisors/Managers of Production and Operating Workers	79	3	3,750	\$45,510.00	\$11,670.00	-4%	65
43-5061.00	Production, Planning, and Expediting Clerks	78	2	1,320	\$38,490.00	\$4,650.00	-1%	35
47-1011.00	First-Line Supervisors/Managers of Construction Trades and Extraction Workers	78	3	3,190	\$46,630.00	\$12,790.00	3%	77
11-9021.00	Construction Managers	78	3	970	\$72,320.00	\$38,480.00	4%	35
25-1194.00	Vocational Education Teachers, Postsecondary	77	4	0	\$47,550.00	\$13,710.00	51%	20
11-9131.00	Postmasters and Mail Superintendents	77	3	420	\$55,200.00	\$21,360.00	-5%	10
53-1021.00	First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	77	3	1,160	\$34,540.00	\$700.00	11%	37
13-1071.01	Employment Interviewers	76	3	610	\$41,200.00	\$7,360.00	10%	19
43-6011.00	Executive Secretaries and Administrative Assistants	76	3	3,330	\$38,830.00	\$4,990.00	6%	76
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	76	3	920	\$45,210.00	\$11,370.00	-2%	21
11-3071.01	Transportation Managers	76	3	710	\$62,270.00	\$28,430.00	5%	25
13-1051.00	Cost Estimators	76	4	750	\$44,990.00	\$11,150.00	14%	25



43-5011.00	Cargo and Freight Agents	76	2	170	\$40,360.00	\$6,520.00	5%	5
11-3011.00	Administrative Services Managers	76	4	1,090	\$56,630.00	\$22,790.00	5%	34

Top Industries for License Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

Top Industries for First-Line Supervisors/Managers of Housekeeping and Janitorial Workers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Self-employed workers, primary job	000601	27.17%	76,681	86,700	13.07%
Elementary and secondary schools, public and private	611100	9.13%	25,771	23,972	-6.98%
Self-employed workers, secondary job	000602	3.57%	10,069	10,024	-0.45%
Colleges, universities, and professional schools, public and private	611300	3.06%	8,641	8,502	-1.61%
Nursing care facilities	623100	2.98%	8,403	9,132	8.68%
Local government, excluding education and hospitals	939300	2.93%	8,259	8,426	2.03%
General medical and surgical hospitals, public and private	622100	2.59%	7,303	8,085	10.71%
Religious organizations	813100	2.28%	6,441	7,786	20.87%
Community care facilities for the elderly	623300	1.27%	3,598	4,940	37.28%
Lessors of real estate	531100	1.01%	2,860	2,834	-0.89%
Casino hotels	721120	0.97%	2,724	3,365	23.54%
Employment services	561300	0.95%	2,667	3,511	31.63%
Activities related to real estate	531300	0.92%	2,592	3,436	32.54%
Vocational rehabilitation services	624300	0.76%	2,146	2,719	26.68%
Exterminating and pest control services	561710	0.76%	2,152	2,610	21.25%